Student Services Council Minutes
Wednesday, October 5, 2016
10:00 A.M. ~ Board Room

<u>**Distribution List:**</u>

- ✓ **Michele Banner**
- ✓ **Joshua Collins**
- ✓ **Melissa Green**
-   **Sunny Greene**
- ✓ **Denis Hagarty**
-   **Jan Harris**
- ✓ **Doug Haugen**
-   **Jan Keen**
- ✓ **Michelle Knudsen**

- ✓ **Quin McDowell**
- ✓ **Valerie Roberts**
- ✓ **Charlie Roche**
- ✓ **Bart Scott**
-   **Todd Scott**
-   **Scotty Thomason**
- ✓ **Meghan Witherell**
- ✓ **Stephanie Wroten**

I. **Approval of Minutes**

August minutes approved; September minutes to be approved in November.

II. **2016-17 Review/Progress of Student Services Council Goals (See Appendix).**

On Friday, October 7, the afternoon will be devoted to a non-instructional program review.

- ➢ Please be prepared to report on the outcome of Friday (October 7, Program Review) afternoon discussions; share what type of improvements we are going to be working on this coming year, and what kind of data we are going to be looking for.
- ➢ Bart – giving a small presentation on (10/7) program review and will come up with a matrix to use.

Support a comprehensive Enrollment Management Plan.

- • By the end of the Academic year we will have the Strategic Enrollment plan.
- ➢ Begin creating an Enrollment Management Plan, which includes Instruction and Business; part of an Institutional plan.

III. **Holds on Unofficial Transcripts (AP 5035) – Follow-up from September meeting.**

It seems that students cannot view/print unofficial transcripts if they owe money. It is not always apparent in the students' Navigator account to whom the money is owed and what charge was incurred. Counseling can assist with these issues, however is it possible for a student to get a copy of his/her unofficial transcript in Banner on their own?

- ➢ Group – Melissa would like the Council to consider whether or not to change AP 5035.
- ➢ Meghan is working with Ben to see if Banner can be programmed to allow a student to print/view an unofficial transcript.

- ➢ Meghan - Is there a dollar amount attached to the ability to print out an unofficial transcript?
- ➢ Val - How many students have holds: Get a list of students (in ascending order) who have transcript holds - what is the dollar amount owed and to what area of the college.
  - o Look for a pattern.
- ➢ Val - Work with Kent to find out the process for paying back student debt.

Students residing in campus housing are required to do a Budget Worksheet upon move-in. Students who owe money, as a result of not following their payment plan/budget, will be required to make a payment plan with the Business Office prior to their move out date; with a payment plan in place the students are able to print out an unofficial transcript.
- ➢ Doug – Work with students, parents and Financial Aid to ensure everyone is informed about the costs associated with housing and how to pay for it.

If a student gets behind on their payment plan a hold is placed on their account and Banner will provide a phone number to call, but Banner does not provide details about the amount that is owed.

IV. **Contacting Local High Schools with Siskiyou Promise Outcomes (Actual Enrollments).**
- • Siskiyou Promise had 143 total applications with 115 awards.
- • More high school students attended COS as a result of the grant – up about 5 percent.
- • The foundation did not have to spend as much money as they anticipated due to the financial aid eligibility rate for Siskiyou County.
- • Siskiyou Promise scholarships will be available again soon – sometime after February 2017.
- • Financial Aid applications for 17/18 are out – students can apply for financial aid and register for classes.
- • Charlie proposed a program that would pay the tuition for returning Siskiyou County high school graduates – that is: Siskiyou County students that moved out of the area to attend college, but who have since moved back.
- • Melissa would like the council to consider the following:
  - o Enrollment management – be strategic, data driven and intentional. If we are saying that our target is to increase our market share of Siskiyou County's population and recent high school graduates, then we need to come up with a plan:
    - ▪ This is who we want to reach

- This is how we are going to reach them
- This is how we are going to measure it

- Charlie/group – look at some trend data to see who we have reached in the past, which will let us know how we are going to "move the dial."
- Create a Recruitment Plan – start with some baseline information:
  - National Clearing House as a source?
  - Other possible sources for data collection.
  - High Schools may provide biased data; a questionable source.
  - Melissa's concern is that our data can be challenged – make sure sources are reliable.
- Get the number of Siskiyou County high school graduates who attended COS after high school for the 14/15 academic year and compare the numbers for this 15-16 academic year.
- Are students who are part of Siskiyou Promise successful in school because of the grant – track the data moving forward.

V. Area Updates (All) - tabled
- DSPS -
- Financial Aid –
- Lodges/Student Life –
- Yreka Campus –
- Counseling -
- Research –
- Student Services –
- Admissions
- Upward Bound –
- ASB –
- Instruction Office –
- President's Office –

Appendix: Student Services Council Goals 2016-17:

College of the Siskiyous Institutional Goals:

1. *Promote and support educational goal completion for all students.*
2. *Sustain institutional health and vitality to meet the needs of the community.*
3. *Evaluate institutional effectiveness for continuous improvement.*

Review of SSC Goals from Previous Year & Related Institutional Goals:

- Facilitate the collection and use of data to improve services to and support of students. This was not fully implemented and will be one of the goals for 16-17. Related to: Institutional Goals: 1, 2, & 3 (See COS Institutional Goals above).
  - Bart to report back on data collection.

- Support a comprehensive Enrollment Management Plan.
  - ➢ By the end of the Academic year we will have the Strategic Enrollment Plan.

Committee Goals (if appropriate) for the Coming Year:
- Identify areas within Student Services where improvement or change is needed for and /or efficiency of services to students.
- Identify areas within Student Services where improvement or change is needed for increased access, retention and/or success of students.
- Facilitate the collection and use of data to improve services to and support of students.
  - ➢ In addition to area updates, identify and address areas of needed improvement.

Future Agenda Topics:
- Use of Student Center Fee (Haugen)
- Possibility of Student Body Fee (Haugen)

2016-17 Meetings
July 6, 2016
August 3, 2016
September 7, 2016
October 5, 2016
November 2, 2016
December 7, 2016
January 4, 2017
February 1, 2017
March 1, 2017
April 5, 2017
May 3, 2017